

COMPLAINTS AND COMPLIMENTS QUARTER 1

Report of the Head of Operations (Income Management & Customer Services)

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 April and 31 July 2018 (Q1).

2. RECOMMENDATION

- 2.1 To note and comment on the information detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints received during the quarter.

4. MATTER FOR CONSIDERATION

- 4.1 Full details of all complaints received are shown on pages 3 - 11 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.

- 4.2 During Q1 a total of 127 Stage One complaints were received, all were acknowledged within the target time of 2 working days.

Of the 129 responses sent during Q1 all received a response within the target 10 working days.

During Q1 100% of all complaints were responded to within timescale (target = 96%)

Four complaints were escalated to become Stage Two complaints during Q1. A new process has been implemented as a result with all Stage Two responses being approved by the Head of Operations (Income Management & Customer Services) or Customer Service and Equalities Manager.

There were no Stage Three complaints received during Q1.

- 4.3 Out of the 115 Stage One complaints closed during Q1:

29 were upheld
68 were not upheld
18 were partially upheld.

Out of 29 upheld complaints, all were deemed to be caused by a fault of Derby Homes.

There were no real trends showing this quarter, there was mixture of general repair complaints, Housing Management and staff complaints.

During Q1, four Stage Two complaints were received and were closed.

0 were upheld
3 were not upheld
1 was partially upheld.

No complaints were escalated to Stage Three during Q1.

Where, as a result of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers.

Lessons Learnt

Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

4.4 Compensation

During Q1 2017/2018 a total of £1195 compensation was paid out following complaints being made. This money was paid directly onto the customers rent account. Details of which departments made payments can be found on page 7 - Appendix 1

4.5 Councillor & MP Enquiries

There were a total of 193 Councillor enquiries and 57 MP enquires received during Q1.

166 Councillor Enquiries were responded to within timescale and 48 MP Enquiries were responded to on time.

A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 8 - 10 of Appendix 1.

4.6 Compliments

There were 21 compliments recorded during Q1. Details can be found on page 11 of Appendix 1.

In Q1 out of the 21 compliments received 8 were for the Day to Day Repairs Service.

5. OTHER OPTIONS CONSIDERED

5.1 Not applicable

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None
Supporting Information: None